

IT Change Management Procedure

Introduction

The purpose of this policy is to document the way that we manage changes that occur to the company maintained information technology in a way that minimises risk and impact to the company. It will also define a Change as understood by the company and to describe the accepted Interim Change Management procedure.

Definition of a change

For the purposes of this document and for Owl Live, a change will be defined as anything that transforms, alters, or modifies the operating environment or standard operating procedures of any system or service that has the potential to affect the stability and reliability of the infrastructure or disrupt the business of Owl Live.

Changes may be required for many reasons, including, but not limited to:

- User requests
- Supplier recommended/required changes
- Changes in regulations
- Hardware and/or software upgrades
- Hardware or software failures
- Changes or modifications to the infrastructure
- Environmental changes (electrical, air conditioning, data centre, etc)
- Unforeseen events
- Periodic Maintenance

Policy

It is the responsibility of Holly Roberts – Head of Operations to manage the life cycle of all the systems supporting the company's business and technical objectives. As such, all the processes and procedures relating to change control and management are set out in this document. There are four categories of changes that are permitted: Minor/Routine, Major/Significant, Emergency/Unscheduled and New Development.

Incidents

Some incidents may or may not be related to a change, but where a change has caused an incident then it will be possible to trace this back to the person responsible for make that change. The appointed Change Manager will facilitate a review meeting and a report will be generated and fed back to Holly Roberts or Antony Greenberg (Managing Director).

Scope

The scope of the Interim Change Management Policy and the procedures contained within it are applicable to all members of Owl Live and its authorised sub-contractors and are related to the management of changes to all Owl Live managed live IT systems or services.

Risk

By proactively planning and managing changes for the benefit of users, we should be able to deliver a better and more reliable experience to our clients; this should be done in line with the company's business needs. If not properly controlled, changes could be made which will have a negative impact on the Company and could prevent people from fulfilling their roles. Changes could also be made by individuals who are not fully aware of the impact on other areas of the Company. All changes should undergo a risk assessment to determine the probability of it occurring and the impact it would have on the Company.

Roles and Responsibilities

The Change Manager ensures that changes follow the Change Management Procedure and will review the policy to ensure that it is up to date and relevant. Everyone in Owl Live has a potential role and corresponding responsibility with regards to Change Management.

Type of Changes

This section defines the different type of changes.

Minor/Routine Change: These are changes that may be done at any time as these have been categorised as low risk to the Company and the procedures are known and well documented.

Examples of this type of are:

- o Application-based security or business needs patches
- o Regularly scheduled maintenance
- o Standard Operating system patches (critical, hot-fixes, and service packs)

Major/Significant Change: These are classified as needing approval changes and these must be planned in advance and submitted for approval to Holly Roberts or Antony Greenberg. The change request should also suggest a time for this change to take place before being carried out. Holly Roberts or Antony Greenberg will have ultimate say if the change goes ahead at the suggested time or not. Detailed in the change request should be the documentation about what work is going to happen and the perceived benefit and impact to the users. These types of changes should always have a back out plan or mitigating action plan attached. Examples of this type of are:

- o Change that results in an interruption to a service, or has a significant risk of an interruption to service
- o Change that results in a business or operational practice change
- o Changes in any system that affect disaster recovery or business continuity
- o Introduction or discontinuance of a service
- o Operating system patches (critical, hot-fixes, and service packs that require down-time)

Emergency/Unscheduled Change: Unscheduled outages (server crashes, etc.) may require immediate attention whenever they happen. Examples of this type of are:

- o Company without service
- o A severe degradation of service requiring immediate action
- o A system/application/component failure causing a negative impact on business operations
- o A response to a natural disaster
- o A response to an emergency business need

New Development: This type of change is specifically for the deployment of new features/functionality, services or applications and is not a fix to a problem.

There is some logic behind the form to differentiate between minimal and significant changes.

- Minimal - Changes are classified as pre-approved and just logged.
- Significant - Changes will generate an email to the relevant people detailing the change

Change Procedure

All change requests need to be documented and logged. This documentation will be retained by Holly Roberts. For this reason verbal requests and authorisations are not acceptable.

Emergency/Unscheduled Change

In some cases, events are critical enough that they must be rushed through, thereby creating an Emergency/Unscheduled Change. Each situation is different and as much consideration as possible should be given to the possible consequences of attempting this type of change. It is still necessary to obtain sufficient approval for the change, but this may be in the form of discussing the matter with Holly Roberts or Antony Greenberg and logging who it was discussed with and how it was approved.

Cancelling a change

If for any reason you have to cancel or postpone an approved change, then please notify Holly Roberts explaining why.

If you need to perform the change again, then please make a new request.

Post Change Checks

After any change has been implemented, the person who is responsible for implementing the change should perform a check to see if it has been successfully applied.